

Employee Self-Service

Password and Profile Setup

This Job Aid will help assist with the following Employee Self-Service options:

- Password Hint Questions
- Turning Self-Service Accessibility Features On
- Forgot your Self-Service Password
- Changing your Self-Service Password
- Creating or Updating Your Self-Service Email Address

Self-Service Password Security Enhancements:

- For employees new to Self-Service, your Employee Self-Service login ID will be your Employee ID.
- Your default Employee Self-Service password is your Employee ID + the last 4 digits of your Social Security Number. When you log in to Employee Self-Service for the first time, you will be prompted to change your password and select the security questions you will be asked if you need to re-set your password.
- You will be required to change your Self-Service password every 60 calendar days.
- You will be prompted that your Self-Service password will expire at 14 days remaining of the 60 calendar day timeframe. The prompt will continue until you update your password or the 14 days have elapsed.
- Your Password must contain a minimum of 8 characters, with at least one numerical character.
- You will not be able to reuse your last 5 Self-Service passwords.
- After 5 unsuccessful login attempts, you will be locked out of Self-Service.
- Employees that use the Employee Service Center will be required to contact the Employee Service Center to restore Self-Service access
- Employees of Agencies that do not use the Employee Service Center will be required to contact their Agency Human Resources or Payroll Department to restore Self-Service access.

Important Reminders:

- Employees of Agencies that utilize the MassHR Employee Service Center should contact the Employee Service Center with Self-Service and password questions by calling 1-855-4HR-SPPT (1-855-447-7778) or for TTY users: (617) 248-0546.
- Employees of Agencies that do not use the Employee Service Center should contact their Agency Human Resources or Payroll Department with Self-Service and password related questions.

Setting up a New Password and Password Hint Question for the First Time:

When you log into Self Service for the first time, or when your password is expired, you will be prompted to change your password.

Step 1. Log into Employee Self-Service using your User ID (employee id) and password. Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter U to ensure that the User ID field is highlighted (should be first on the list), hit enter to place your cursor in the User ID field. Type your User ID into the field and press Tab to land in the Password Edit field and type in your Password. Press Tab again to put focus on the Sign In Button and press ENTER. This displays the Employee Self-Service Home page. You will be prompted with a YOUR PASSWORD HAS EXPIRED page.

Step 2 . Press Insert + F7 to access the Links List. Press the letter C until you hear the CLICK HERE TO CHANGE YOUR PASSWORD LINK and press Enter. You will arrive at the CHANGE EXPIRED PASSWORD page.

Step 3. Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter C until you hear the CURRENT PASSWORD EDIT BOX and press ENTER to put focus on the Edit Box field. Enter your current password in the CURRENT PASSWORD EDIT BOX field.

Step 4. Press the Tab key to put your cursor into the NEW PASSWORD EDIT BOX. Enter your new password in the NEW PASSWORD EDIT BOX field. Note: Your New Password must contain a minimum of 8 characters with at least one numerical character.

Step 5. Press the Tab key again to put your cursor in the CONFIRM PASSWORD EDIT BOX. Confirm your new password by re-entering your password in the CONFIRM PASSWORD EDIT BOX field.

Step 6. Press the Tab key to focus on the CHANGE PASSWORD button and press ENTER. You will arrive at the CHANGE OR SET UP FORGOTTEN PASSWORD HELP page.

Step 7. Your focus will be in the RESPONSE QUESTION Drop Box. Press ALT + Down Arrow to open the list box of options that you can choose from. The questions are as follows:

- In what city do you want to retire?
- What is the country of your ultimate vacation?
- What is your favorite food?
- What was your dream job as a child?
- What was your favorite place as a child to visit?
- Who was your favorite high school teacher?

Step 8. Once you decide on a question, press Enter.

Step 9. Press the Tab key. This places the cursor in the Response field.

Step 10. Type your response to the question you selected and press the Tab key. The focus is placed on the Save Button.

Step 11. Press the Enter key. This displays the Password Saved page.

Step 12. Press the letter B to put focus on the OK button then press the Enter key.

Step 13. You will arrive at the Self-Service home page from where you will be able to access the Self-Service folder for your timesheet, personal information, and payroll compensation.

Turning Self-Service Accessibility Features On:

Step 1. Log into Employee Self-Service using your User ID (employee id) and password. Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter U to ensure that the User ID field is highlighted (should be first on the list), hit enter to place your cursor in the User ID field. Type your User ID into the field and press Tab to land in the Password Edit field and type in your Password. Press Tab again to put focus on the Sign In Button and press ENTER. This displays the Employee Self-Service Home page.

Step 2. Press Insert + F7 to access the Links List. Press the letter M until you hear the MY PERSONALIZATIONS link and press Enter. You will arrive at the PERSONALIZATIONS page.

Step 3. Press Insert + F7 to access the Links List. Press the letter P until you hear the PERSONALIZE GENERAL OPTIONS link and press ENTER. You will arrive at the OPTION CATEGORY: GENERAL OPTIONS page.

Step 4. Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter O until you hear the OVERRIDE VALUE COMBO BOX and press ENTER. Press ALT + Down Arrow to open the list box of options to select on the drop down menu. Choose USE ACCESSIBLE LAYOUT MODE by pressing the Up Arrow or Down Arrow and press ENTER to save.

Step 5. Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter O until you hear the OK Button and press Enter. Press Enter again to activate.

Step 6. Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter R until you hear the RETURN Button and press Enter. Press Enter again to activate in order to return to the PERSONALIZATIONS page.

Step 7. You will need to Sign out of Self-Service for the Accessibility features to be activated. Press Insert + F7 to access the Links List. Press the letter S until you hear Sign Out and press Enter. The next time you sign back into Self-Service, the Accessibility features will be active.

Forgot Your Self-Service Password:

Step 1. On the Self-Service login page, press Insert + F7 to access the Links List. Press the letter F until you hear the FORGOT YOUR PASSWORD link and press ENTER.

Step 2. On the FORGOT YOUR PASSWORD PAGE, press Insert + F5 to pull up the Forms List Dialogue box. Press the letter U to ensure that the User ID field is highlighted. Press Enter to your cursor in the USER ID field and type in your User ID (employee id).

Step 3. Press Tab to put focus on the CONTINUE button and press ENTER. The page will be updated and your focus will then be in the Response Edit Box. You will be asked to enter the response to a Self-Service password hint question.

Step 4. Press the Up Arrow twice to hear your validation question. You may also read the information on this page from top to bottom to verify that your email address is correct.

Step 5. Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter R until you hear the Response EDIT BOX field and press Enter. Answer the Self-Service password hint question by typing the answer in the field.

Step 6. Press Tab to put focus on the Email My New Password button and press Enter. This displays the Password Emailed confirmation page stating that a temporary password has been emailed to you.

Step 7. Press Insert + F7 to access the Links List. Press the letter C until you hear the Click to return to Sign on Page Link and press Enter.

Step 8. Check your email account and open an email received from PSFT@state.ma.us with the following Subject: User ID Password to obtain your temporary password from the email.

Step 9. Return to the Self Service Time and Attendance login page.

Step 10. Log into Employee Self-Service using your User ID (employee id) and temporary password. Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter U to ensure that the User ID field is highlighted (should be first on the list), hit enter to place your cursor in the User ID field. Type your User ID into the field and press Tab to land in the Password Edit field and type in your temporary Password. Press Tab again to put focus on the Sign In Button and press ENTER.

Once you are logged in, you will be prompted to change your password. Please follow the Changing Your Expired Self-Service Password steps listed below to do so.

Changing Your Expired Self-Service Password:

Step 1. Log into Employee Self-Service using your User ID (employee id) and password. Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter U to ensure that the User ID field is highlighted (should be first on the list), hit enter to place your cursor in the User ID field. Type your User ID into the field and press Tab to land in the Password Edit field and type in your Password. Press Tab again to put focus on the Sign In Button and press ENTER. You will be prompted with a YOUR PASSWORD HAS EXPIRED page.

Step 2 . Press Insert + F7 to access the Links List. Press the letter C until you hear the CLICK HERE TO CHANGE YOUR PASSWORD LINK and press Enter. You will arrive at the CHANGE EXPIRED PASSWORD page.

Step 3. Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter C until you hear the CURRENT PASSWORD EDIT BOX and press ENTER to put focus on the option. Enter your current password in the CURRENT PASSWORD EDIT BOX field.

Step 4. Press the Tab key to put your cursor into the NEW PASSWORD EDIT BOX. Enter your new password in the NEW PASSWORD EDIT BOX field. Note: Your New Password must contain a minimum of 8 characters with at least one numerical character.

Step 5. Press the Tab key again to put your cursor in the CONFIRM PASSWORD EDIT BOX. Confirm your new password by re-entering your password in the CONFIRM PASSWORD EDIT BOX field.

Step 6. Press the Tab to put focus on the CHANGE PASSWORD button and press ENTER. The PASSWORD SAVED confirmation page will display.

Step 7. Press the letter B to quickly navigate to the OK button. To ensure that the save was successful, Up Arrow to hear the Password Saved Confirmation and Down Arrow to return to the OK button and press Enter to save. Note: If your password was done in error, your cursor will be placed on an OK button in an open dialogue box, Up Arrow to hear the message and Down Arrow to return to the OK button and press Enter to correct your password.

You will arrive at the Self-Service home page from where you will be able to access the Self-Service folder for your timesheet, personal information, and payroll compensation options. Please remember to use your new password the next time you log in to Self-Service.

Creating or Updating Your Self-Service Email Address

- As an employee new to Self-Service, you will need to enter your email address into Self-Service if it is not already present.
- If you choose to update your email address, you will need to check your email account frequently as you do not want to miss important time reporting messages that are generated by Self-Service or by the MassHR Employee Service Center.
- Email will be sent to the primary email account.
- If you have multiple email addresses, you may only have one email type (i.e. one personal email address or one business email address).

To Create a New Email for the first time:

Step 1. Log into Employee Self-Service using your User ID (employee id) and password. Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter U to ensure that the User ID field is highlighted (should be first on the list), hit enter to place your cursor in the User ID field. Type your User ID into the field and press Tab to land in the Password Edit field and type in your Password. Press Tab again to put focus on the Sign In Button and press ENTER. This displays the Employee Self-Service Home page.

Step 2. Press Insert + F7 to access the Links List. Press the letter M until you hear the MY SYSTEM PROFILE MENU link and press Enter. You will arrive at the GENERAL PROFILE INFORMATION page.

Step 3. Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter P until you hear the CHECK the PRIMARY EMAIL ACCOUNT checkbox and press Enter. In order to select the new email as your primary email, press the Spacebar to check the checkbox. Please note: You need to have one Primary Email Account.

Step 4. Press the Tab key in order to put focus on the EMAIL TYPE COMBO BOX menu. Press ALT + Down Arrow to open the list box of options. You can choose from the following

email type options: Blackberry, Business, Home, Other, and Work. Once you hear the selection you wish to add, press Tab.

Step 5. This will place your cursor in the EMAIL ADDRESS EDIT BOX field. Enter your email address.

Step 6. After you entered and verified your email address, to save the Email Address Information, press Insert + F5 to pull up the Forms List Dialogue box. Press the letter S until you hear the SAVE button and press ENTER.

To Update your existing email address:

Step 1. Log into Employee Self-Service using your User ID (employee id) and password. Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter U to ensure that the User ID field is highlighted (should be first on the list), hit enter to place your cursor in the User ID field. Type your User ID into the field and press Tab to land in the Password Edit field and type in your Password. Press Tab again to put focus on the Sign In Button and press ENTER. This displays the Employee Self-Service Home page.

Step 2. Press Insert + F7 to access the Links List. Press the letter M until you hear the MY SYSTEM PROFILE MENU link and press Enter. You will arrive at the GENERAL PROFILE INFORMATION page.

Step 3. Press the letter T to quickly navigate to the Email TABLE. Review any existing emails by using the Up and Down Arrows.

Step 4. In order to select an existing email as your primary email, press Insert + F5 to pull up the Forms List Dialogue box. Press the letter P until you hear the CHECK the PRIMARY EMAIL ACCOUNT checkbox and press Enter. Press the Spacebar to check the PRIMARY EMAIL ACCOUNT checkbox.

Step 5. In order to unselect an existing email as your primary email, press Insert + F5 to pull up the Forms List Dialogue box. Press the letter P until you hear the CHECK the PRIMARY EMAIL ACCOUNT checkbox and press Enter. Press the Spacebar to uncheck the PRIMARY EMAIL ACCOUNT checkbox. Please note: You need to have one Primary Email Account.

Step 6. If you need to update an email type, press the letter C to quickly navigate to the EMAIL TYPE COMBO BOX menu with the correlating Row. Press ALT + Down Arrow to open the list box of options. You can choose from the following email type options: Blackberry, Business, Home, Other, and Work. Once you hear the selection you wish to add, press Tab.

Step 7. If you need to update an email Address, press the letter E to quickly navigate to the EMAIL ADDRESS EDIT BOX in order to update your existing email address and press Enter. Delete to override and re-enter the updated email address.

Step 8. After you entered and verified your email address, to save the Email Address Information, press Insert + F5 to pull up the Forms List Dialogue box. Press the letter S until you hear the SAVE button and press ENTER.

To Add an additional email address:

Step 1. Log into Employee Self-Service using your User ID (employee id) and password. Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter U to ensure that the User ID field is highlighted (should be first on the list), hit enter to place your cursor in the User ID field. Type your User ID into the field and press Tab to land in the Password Edit field and type in your Password. Press Tab again to put focus on the Sign In Button and press ENTER. This displays the Employee Self-Service Home page.

Step 2. Press Insert + F7 to access the Links List. Press the letter M until you hear the MY SYSTEM PROFILE MENU link and press Enter. You will arrive at the GENERAL PROFILE INFORMATION page.

Step 3. Press the letter T to quickly navigate to the Email TABLE. Review any existing emails by using the Up and Down Arrows.

Step 4. Press Insert + F7 to access the Links List and press the letter A until you hear the ADD A NEW ROW (+) link and press ENTER.

Step 5. Press Insert + F5 to pull up the Forms List Dialogue box. Press the letter P until you hear the CHECK the PRIMARY EMAIL ACCOUNT checkbox and press Enter. In order to select the new email as your primary email, press the Spacebar to check the checkbox. Please note: You need to have one Primary Email Account.

Step 6. Press the Tab key in order to put focus on the EMAIL TYPE COMBO BOX menu. Press ALT + Down Arrow to open the list box of options. You can choose from the following email type options: Blackberry, Business, Home, Other, and Work. Once you hear the selection you wish to add, press Tab.

Step 7. This will place your cursor in the EMAIL ADDRESS EDIT BOX field. Enter your email address.

Please note: If you need to add additional Email Addresses, repeat Steps 4 through 7. This will add a new row below the existing Email Addresses.

Step 8. After you entered and verified your email address, to save the Email Address Information, press Insert + F5 to pull up the Forms List Dialogue box. Press the letter S until you hear the SAVE button and press ENTER.